GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:527
ANSWERED ON:19.07.2017
Complaints/Public Grievances
Mishra Shri Janardan;Nagar Shri Rodmal

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) the number of complaints/public grievances received by the Government during the year 2016;

(b) the number out of them disposed off and the number of complaints lying pending;

(c) whether the Government proposes to set up any organisation or institution for early redressal of public grievances; and

(d) if so, the details thereof and the efforts being made by the Government for early redressal of complaints?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office. (DR. JITENDRA SINGH)

(a) & (b) : As per the online Centralized Public Grievance Redress and Monitoring System (CPGRAMS), the number of complaints/public grievances received by the Government during the year 2016, disposed out of them and lying pending are as under:-

Complaints received	Disposed off	Pending (As on 12.7.2017)
1172918	1156335	16583

(c) & (d): No new Organization or Institution is proposed to be set up for early redressal of public grievances, however, a Call Centre is in operation which rings up concerned officials of Ministries/Departments receiving bulk of the grievances, where grievances are pending for more than two months.

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